

TEACHERS' RETIREMENT BOARD
BENEFITS AND SERVICES COMMITTEE

SUBJECT: Approval of Minutes for
October 11, 2001

ITEM NUMBER: 2

ATTACHMENT(S): 1

ACTION: X

DATE OF MEETING: December 6, 2001

INFORMATION:

PRESENTER(S): Chairperson

Please see the attached minutes of the October 11, 2001 Benefits and Services Committee meeting.

**PROPOSED
MINUTES OF THE
BENEFITS AND SERVICES COMMITTEE MEETING
OF THE
CALIFORNIA STATE TEACHERS' RETIREMENT SYSTEM
THURSDAY, OCTOBER 11, 2001
BOARD ROOM
7667 FOLSOM BOULEVARD
SACRAMENTO, CALIFORNIA**

COMMITTEE MEMBERS PRESENT

Karen Russell, Chairperson
Gary Lynes
Marty Mathieson
Carolyn Widener
Louis Willhoit, representing the State Controller, Kathleen Connell

STAFF PRESENT

James D. Mosman, Chief Executive Officer
Michael Carter, DCEO, CBS Branch
Christopher W. Waddell, Chief Counsel
Ed Derman, DCEO, EAPD Branch
Peggy Plett, DCEO, Administration Branch
Laurence Martin, DCEO, Information and Financial Systems
Lynda Bridges, Chief, Service Retirement Division
Cynthia Steiger, Acting Chief, Services Division
Pam Crook, Manager, Phone Center
Jan Vine, Executive Assistant

OTHERS PRESENT

Loretta Toggenburger, UTLA, R	Zoe Ann Murray, CRTA
Michael Green, CTA	Dorothy Moser, CTA, R
Ellen Logue, CTA/NEA, R	Beverly Carlson, CTA
Edna White, CRTA	Ann McWherter, DPA

A quorum being present, Chairperson Russell called the meeting to order at 9:50 a.m.

II. **APPROVAL OF MINUTES OF SEPTEMBER 6, 2001**

MOTION duly made by Ms. Widener, seconded by Mr. Lynes, and carried to approve the Minutes of the September 6, 2001 Benefits and Services Committee.

III. **ANNOUNCEMENTS**

There were none.

IV. **EMPLOYEE ORGANIZATION REQUEST FOR MAILER INSERT**

Removed from the agenda.

V. **WARRANT STUB MESSAGE – DECEMBER 1, 2001**

Mr. Carter presented this item.

Mr. Robinson arrived at 10:15 a.m.

VI. **BENEFIT PROGRAM PRESENTATION**

Mr. Carter presented this overview and shared the services offered by the Client Benefits and Services Branch. The overview consisted of a general description of the Branch, including the organizational structure, mission/vision, services offered and immediate short-term operational challenges and planned solutions

Mr. Carter introduced Ms. Steiger, Acting Chief, Services Division, who presented the overview of the Public Service Office (PSO) Phone Center. Ms. Steiger described the functionality of the phone system, services provided (including telephone assistance, e-mails, billings and correspondence) various associated workloads, current workload challenges and System plans to improve service levels in these areas.

Mr. Carter mentioned that the Committee will receive overview presentations for all programs in the upcoming months. Discussion ensued.

Ms. Bridges shared that a form letter is sent to members who contact CalSTRS and are concerned about multiple award letters sent by the System.

Mr. Willhoit asked if CalSTRS confirmed with the members the receipt of their e-mails. Staff confirmed that confirmation of receipt does occur.

Discussion ensued regarding START “fixes”, their impact on services and what is needed to complete them. Staff agreed to report back to the Committee with this information.

Ms. Zoe Ann Murray, CRTA, cautioned the System about some of the challenges our senior members may be facing with e-mails and the need to be able to receive a confirmation hard copy of the System’s response as compared to a telephone response.

Ms. Pam Crook was introduced to the Committee as the Phone Center Manager and thanks for her professionalism during these challenging times.

VII. **DRAFT AGENDA FOR THE NOVEMBER BENEFITS AND SERVICES COMMITTEE MEETING**

No additions.

VIII. **OPPORTUNITY FOR STATEMENTS FROM THE PUBLIC**

There were none.

IX. **ADJOURNMENT**

There being no further business to conduct, Chairperson Russell adjourned the meeting at 11:05 a.m.

JAMES D. MOSMAN, Chief Executive Officer
Secretary to the Teachers' Retirement Board

Karen Russell, Chairperson